

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
28 July 2005 (28.07.2005)

PCT

(10) International Publication Number
WO 2005/069253 A1

(51) International Patent Classification⁷: **G09B 9/00**

(21) International Application Number:
PCT/AU2005/000051

(22) International Filing Date: 17 January 2005 (17.01.2005)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
2004900209 16 January 2004 (16.01.2004) AU

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(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

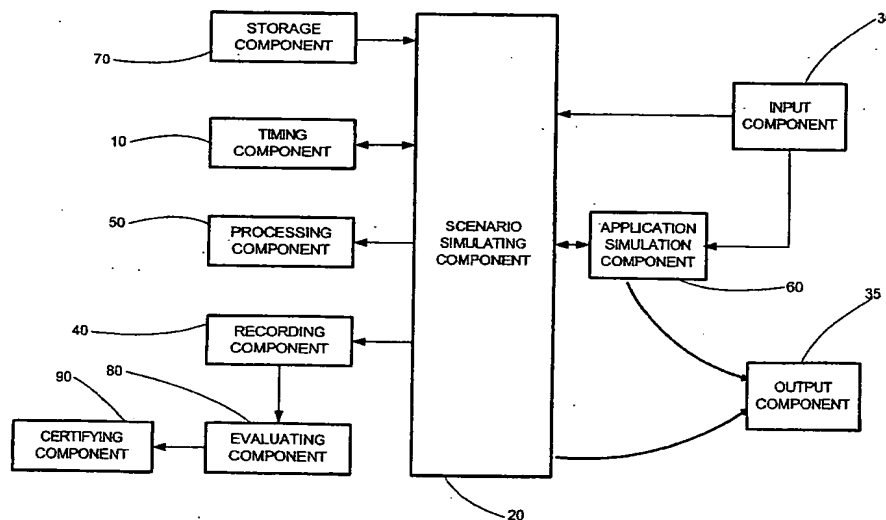
(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

— with international search report

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: **REAL-TIME TRAINING SIMULATION SYSTEM AND METHOD**



(57) Abstract: A training simulation method and system for training operational service units such as call centre or customer service centres personnel are provided, including providing a simulated scenario to personnel, the scenario progressing in scenario time and the scenario including a plurality of simulated events provided in a predetermined sequence in real time at predetermined scenario times within the scenario, and receiving responses to the events from personnel. The system can simulate scenarios, which unfold to personnel in real time, and the responses of the personnel can be received in real time, so adding to the realism of the simulation being provided. The personnel responses can be marked and assessed to give a competency rating for their responses.